



Feature at a Glance

SS-14071: Collect user experience feedback on creating events

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CONFIDENTIAL

Feature at a Glance

Ease of implementation  Low touch / simple
Geographic relevance  Global

Introducing: **Collect user experience feedback on creating events**

Customer challenge

Users have no method to quickly give feedback on their experience with SAP Ariba Sourcing.

Meet that challenge with

SAP Ariba

This feature allows users to provide feedback directly from the Sourcing User Interface.

Experience key benefits

This feature allows buyers to rate the usability of creating a sourcing event, and to add comments about their experience so that SAP Ariba can improve future sourcing products.

Solution area

SAP Ariba Sourcing
SAP Ariba Strategic Sourcing Suite

Implementation information

This feature is automatically on for all customers with the applicable solutions and is ready for immediate use.

Prerequisites and Restrictions

None

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The screenshot displays the SAP Ariba 'Event Published' page. A yellow notification bar states: 'You have published your event. You can monitor the event activities or work on other tasks.' Below this, a section titled 'What would you like to do next?' lists two options: 'Monitor this event' and 'Return to dashboard'. A 'Feedback' survey overlay is active, featuring a blue vertical bar on the left with the word 'Feedback' and a close button (X) in the top right corner. The survey question is 'It was easy to create an RFX.' Below the question are five rating buttons: 'Strongly disagree', 'Somewhat disagree', 'Neither agree nor disagree', 'Somewhat agree', and 'Strongly agree'. A blue 'Next' button is positioned at the bottom right of the survey. A second, larger 'Feedback' survey overlay is shown in the foreground, also with a blue vertical bar and a close button. Its question is 'Is there anything else you would like to tell us about your experience when you created an RFX?'. Below the question is a text input field with a placeholder: 'Please do not enter personal data into this field.' At the bottom of this survey, there is a disclaimer: 'By providing responses, the user permits SAP to use the responses to improve its products', followed by 'Back' and 'Submit' buttons, and a 'Powered by Qualtrics' logo at the very bottom.

- A Qualtrics survey will appear after the event creation process.
- Users will be able to give a rating and leave a comment.